

United Way of North Carolina



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of North Carolina

Job Description

Position: Resource Manager, NC 2-1-1 / NCCARE360

Reports to: United Way of North Carolina President

Purpose: This position takes the lead role in ensuring the integrity of the NC 2-1-1 database. Responsibilities include supervision of a team of Resource Coordinators, development and implementation of processes and protocols for database management, and leadership of quality assurance monitoring.

Responsibilities:

Resource Team Supervision

Provides leadership and coaching for the Resource Team tasked with enhancing, updating, and improving the content of the NC 2-1-1 database.

- Develop criteria for maximizing resources to meet community needs and adjust workloads accordingly to ensure individual team member success;
- Identify opportunities for global corrections within database to achieve compliance in an efficient manner utilizing available tools and resources;
- Develop and implement policies and procedures, with input from Resource Team members, to ensure consistent application of data standards across the entire database;
- Develop teamwork plan and corresponding individual work plans to ensure project deliverables and needs of key stakeholders are met. Monitor progress towards work plans to ensure success;
- Provide initial and on-going training and support of Resource Team staff to ensure team members have the information and resources they need to succeed;
- Develop and maintain a process for archiving referral records;
- Act as central point of contact for submitting trouble reports and enhancement requests to vendor and provide oversight from identification to resolution; submitting requests, conducting follow-up, and communicating status and/or feedback from the vendor to team members in a timely and consistent manner.

Quality Assurance Monitoring and Reporting

Ensures that NC 2-1-1 database is in full compliance with all Resource Database standards via the following:

- Development of policies and protocols that provide for consistent monitoring of the database and individual Resource Team staff contributions;
- Audit of database entries to ensure comprehensive and consistent listings for each county and service area;
- Audit of database to ensure appropriate and consistent application of the AIRS/211LA Taxonomy;
- Continued development and updating of the NC 2-1-1 Style Manual against latest standards and providing oversight to ensure adherence to style guidelines by assigned staff;
- Responsible for reporting data updating deliverables to funders as required. Reports include weekly, monthly, and quarterly internal and external reporting.

Communication with Management and Stakeholders

- Collaborate with NC 2-1-1 and NCCARE360 team to develop status updates for project partners and key stakeholders to communicate progress of database work;

- Collaborate with the Call Centers to ensure involvement and communication regarding database changes and updates;
- Build a report matrix and timeline for distribution of reports for internal review of deliverables and to report progress to external stakeholders;
- Build an ongoing communication strategy with data partners and key stakeholders to educate and inform about the value of the NC 2-1-1 database, trends, tips and recommendations for achieving comprehensive service listing;
- Assist in NC 2-1-1's business continuity planning to ensure availability of resource data and serve on a team responsible for emergency/ disaster related resources in a real time manner as events unfold;

Participate in weekly NCCARE360 implementation calls, quarterly vendor team meetings, and other NCCARE360 related meetings as requested.

Perform other assigned duties and responsibilities.

Experience:

- Bachelor's Degree in Library Studies or Health and Human Services.
- Experience in Managing Remote Workers a plus
- Experience and knowledge of the health and human services field as it pertains to government and the non-profit sector. Specifically, an understanding of the organizational structures of government agencies and non-profit organizations meeting the health and human services needs of individuals, specifically those in NC.
- Strong oral and written communication skills and the ability to communicate with individuals at all levels within an organization. Ability to communicate clearly and effectively via phone and email.
- Experience in the management of robust databases with a focus on data integrity and the importance of adhering to style guidelines for data consistency. Highly organized and IT-competent – proficient in Microsoft Office and iCarol or similar database management program.
- Experience working in information and referral, either as a resource specialist or as a call specialist considered a plus.
- Ability to obtain AIRS CDC (Certified Database Curator) Certification once eligible. Preference given to candidates who have already obtained AIRS certification.
- Proven ability to manage personnel through experience supervising staff directly.
- Demonstrated versatility and flexibility in learning new information, taking on new assignments and contributing as needed within the scope of the position. Ability to maintain a stable, consistent performance under fluctuating conditions such as time pressure or new/modified assignments. Readily adjusts priorities based on pressing or changing tasks.
- Ability to take initiative to independently accomplish tasks within the scope of the position. Well-developed organizational skills and attention to detail.
- Ability to work productively as a member of a team, providing constructive input towards team goals and project vision. Ability to compromise when necessary for the success of the team.
- Ability to maintain confidential information.
- Spanish speaking a plus.

Other Information:

- This position is based in Cary, NC at the United Way of North Carolina offices.
- The position will require some reimbursable travel within the state.
- To apply submit resume and cover letter to Imarx@unitedwaync.org